

Treasury

City of Newton Performance Management
March 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has worsened since last reporting period

All metrics measured quarterly in March, June, September, and December.

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Prompt and accurate payment processing					
		% of real estate property taxes received online through City's website and automatic payment systems	6	7	1
		% of real estate property taxes received by tax service	32	35	3
		% of real estate property taxes received by lockbox	27	30	3
		% of real estate property taxes received by slow processing methods - personal banking online, payment window, mailed checks,	35	28	7
2. Respond quickly to customer inquiries					
		online visitor inquiry volume	8897	8897	0
3. Manage Receivables					
		% of commitment collected	75	95	20

Notes